

POSITION: Technician
HEADQUARTERS: North America
LOCATION: West Caldwell, New Jersey
REPORTS TO: Executive Vice President

SEA Vision USA, a leading supplier of vision inspection and Track & Trace systems for the pharmaceutical industry, is searching for a New Jersey based field Technician for our West Caldwell office.

RESPONSIBILITIES:

Perform a variety of duties including software and hardware installation and troubleshooting. Work on specific projects within a project team to integrate and implement a vendor specific serialization and/or vision platform as part of the start-up, FAT and SAT support efforts at both OEM's and customer sites.

Provide supportive assistance to other technicians. Within this capacity, one may be required to provide in-depth technical support or may be required to maintain databases, perform system diagnoses or install new hardware and software.

Provide support to the organization's client base. Responds to customer service calls.

Troubleshooting, system recovery and making minor repairs.

Support and work closely with senior service staff to ensure quality, standards and client expectations.

Understand and support established policies and procedures.

Attends and participate in service meetings, conference calls, training programs, and conventions as directed.

Other duties may be assigned.

THE PERSON:

Pivotal Experience & Expertise

Functional Experience: Brings strong commercial experience. Demonstrates an independent, results-driven work ethic. A self-starter and team player who is motivated to succeed. Superior people/customer relationship skills as well as strong interpersonal skills.

Industry Experience & Tenure: 3-5 years' broad experience and knowledge of visual inspection systems and applications. Bachelor's degree or equivalent required preferably in Engineering, Computer Science and Information Technology, software programming.

Business Acumen: Understands business implications of decisions. Displays orientation to profitability. Demonstrates knowledge of market and competition. Aligns work with strategic goals.

Problem Solving: Identifies and resolves problems in a timely manner. Gathers and analyzes information skillfully. Develops alternative solutions. Works well in group problem solving situations. Uses reason even when dealing with emotional topics.

Quality: Demonstrates accuracy and thoroughness. Looks for ways to improve and promote quality. Applies feedback to improve performance. Monitors own work to ensure quality.

Technical Skills: Assesses own strengths and weaknesses. Pursues training and development opportunities. Strives to continuously build knowledge and skills. Shares expertise with others.

Competencies:

Adaptability: Adapts to changes in the work environment. Manages competing demands and changes approach or method to best fit the situation.

Collaboration and Teamwork: Balances team and individual responsibilities. Contributes to building a positive team spirit.

Customer Service: Focuses on serving customers as the organization's top priority. Understands needs, creates distinctive value, and builds meaningful relationships. Aligns organization and resources to deliver on customer commitments. Driven to create value for customers.

Expert Communication: Excellent verbal and written communication skills. Responds promptly to customer needs to meet commitments.

Innovation: Displays original thinking and creativity and meets challenges with resourcefulness.

Learning: Curious, open-minded and an avid listener who welcomes broad input, criticism and feedback.

Motivation: Sets and achieves challenging goals. Demonstrates persistence and overcomes obstacles and measures self against standard of excellence.

Planning/Organizing: Prioritizes and plans work activities while efficiently managing time.

Productivity: Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

Problem Solving: Identifies and resolves problems in a timely manner. Gathers and analyses information skillfully and develops alternative solutions. Must possess a keen analytical and structured approach to problem solving.

Strategic Thinking: Develops and implements strategic priorities to achieve organizational goals. Understands organization's strengths & weaknesses. Analyses market and competition and identifies external threats and opportunities. Adapts strategy to changing conditions.

Software Proficiencies:

Microsoft O365 including Excel, Word, OneDrive, Outlook, PowerPoint, SharePoint, Teams.

Notable Requirements and Consideration for Position:

- Knowledge and understanding of IT networks and infrastructure a benefit.
- Knowledge on computerized systems with data collection software (Database), network communications protocols, etc.
- Ability to interpret and diagnose electrical and wiring diagrams.
- Working knowledge of machine controls and functions (i.e. transfer guides/belts, conveyors, mounting brackets, sensors, encoders, etc.
- Basic understanding of PLC programming.
- Travel to Customer sites and factory as required.

Applicant must have a pre-existing legal US work status. Will not sponsor visas.

Italian/Spanish Language - Not a requirement but an advantage

Full benefits package including health, pension, 401K and paid vacation time.

Salary: Negotiable

Please email resume to hr-usa@seavision-group.com